



**Student Success Committee
Minutes
April 30, 2020
3:30 – 5:00pm**

CALL TO ORDER – 3:30pm

ROLL CALL

X	Valerie Ambrose	x	Camelia Mihele		Brian Spillane
X	Kari Aranbul	x	Rochelle Morris		Heather Wylie
X	Dan Bryant	x	Barbara Perry	x	Bing Xu
X	Cheryl Cruse		Sonia Randhawa	x	Zhanjing Yu
X	Matt Gallmeister	x	Student Rep – Atina Diep	x	Melanee Grondahl
X	Jennifer Healey		Susan Sawyer	x	David Rothrock

Guests		
Buffy Tanner	Tina Duenas	

- APPROVAL OF MINUTES
 - Jennifer Healey motioned and John Yu seconded to approve the February 27th minutes. All in favor, none abstained.
- INFORMATION
 - Updates from the committee members about the experience under COVID-19 and any support that faculty and staff may need.
 - The move to technology seems to have gone well and faculty are still learning what tools are available and how to utilize them.
 - Students are reporting that they do miss the structure of going to campus.
 - Student Report by Atina Diep: Zoom seems to be working with students. Atina found it interesting how we tried to encourage faculty to utilize Zoom near the beginning of the semester and now it is a requirement.
 - Atina did state that students are interested in what study resources are available:

- The Committee stated that the website has a “how-to” on how to make an appointment with the tutoring Center – Students can make an appointment at any time. The first week in May, from 6-9pm, the tutoring center will allow drop-in appointments via Zoom.
 - The library has moved their services all online as well as offering Zoom librarian appointments.
 - Updates from A&R and FA about the emergency actions to help the students – Buffy Tanner.
 - A&R and FA resumed receiving phone calls soon after moving remotely. Answering phones have been challenging due to the increase in students reaching out.
 - Most students will be contacted within 24 business hours. During heavy registration periods the emails have greatly increased and it can now take 2-3 days to reach back out to students.
 - Ocelot Chatbot – implementation has begun. Ocelot Chatbot is an AI chat feature that will be on the A&R, FA, and Counseling webpage so students can get answers 24/7. The Chatbot feels very natural, but it does have some limitations and is programmed to request the student’s information and forward the chat dialog to a staff member.
 - The company has some standardized responses in which we plan to customize.
 - Grading guidance: working with Frank Nigro and the Academic Deans in regards to EW and P/NP grades. The Chancellor’s office removed many restrictions and each campus can make the decisions they need. Normally the student must choose within the first third of the class as a P/NP, and must be approved by the curriculum committee, but the Chancellor’s office stated that we can change these restrictions as needed.
 - 05/01/2020 is the last day to request a P/NP, and if the class is not offered as such, we will work with Office of Instruction to change the class if needed.
 - Admissions is sending continuous outreach to students to explain grading and the new policies as well as outcomes for certain grades.
 - Concurrent enrollment went from a manual process to a remote process starting summer 2020 registration. The goal is to also teach the students how to register online and utilize our online processes.
 - Admissions and Financial Aid forms have been converted to fillable PDF, but we are still finding various complications with fillable PDFs. We are working on a system for sign able online forms that do not need to be downloaded and can be submitted. The online forms can be emailed to someone in which a signature is needed, without having to send the entire form. The online forms may even have some Colleague integration that can update our database.

- The Shasta College Foundation Student Survive and Thrive Fund is not from Financial Aid, but we encourage students to apply as needed.
 - Currently, 145 students have been helped.
- Federal Work Study: Upon campus closure the work study students could no longer work, but due to the circumstances the work study students can still be paid for the hours they would have worked as if there was no closure.
 - Any remaining funds were moved over to the SEOG grant and sent to students.
- CARES Higher Education Emergency Relief Funds – student grants: Initially there was almost no guidance, but as soon as we were about to award students another communication came out with restricted guidelines. We are waiting on further guidance prior to sending out the funds. The hope is to get the funds out by mid-May. Estimation is that 3,000 students will be served at \$600 per person. CARES funds are specific in that they must be cash aid, but can cause complications if a student owes for spring 2020.
- Questions and Comments:
 - How are the strive and thrive funds spent? Tuition? The student indicates the specific need (\$25-\$250). The Foundations preference is that the student utilize it on a specific expenditure. The Foundation will pay the bill on behalf of the student.
 - Is there a deadline to the EW? The EW deadline is May 15th. After May 15th the EW must go through Scholastic Standards committee, if the student’s grade is posted to their record. The Scholastic Standards Committee will be very easy on students for those that submit the request post-semester ending.
 - The grades discussion is only for spring 2020, but may be re-evaluated for upcoming semesters. Buffy believes it will go through summer 2020 as well, but unsure about the measures for fall 2020.
 - Changes in the number of registrations for summer 2020? Currently we are not aware of the registration numbers. We believe we are a little behind but not drastic. We did see issues with scheduling conflicts because they registered for online classes and in-person classes (overlapping schedules). The system does not allow students to register conflicting classes, so A&R is manually overriding the system for students until the system schedule has changed to allow the rule.
 - Has there been much discussion about synchronous classes instead of asynchronous? If instructors are interested in synchronous classes, they should contact their area Dean.
 - Online class that was always online are doing great, but the lecture course that moved online are not doing well. Many students may receive an “F” grade; how can an instructor

communicate the “EW” option instead of submitting “F’s”. Has there been something sent to students? What should an instructor say? We are looking at a running report of those that receive an “F” or non-passing grade and reaching out to students to see if they got it due to COVID-19 closures or the move to online – to provide students the option to request a grade change.

- Has there been a conversation about giving everyone who is failing an EW whether they request it or not? The “EW” is supposed to be a student activated choice. In Academic Senate there was a lot of back-in-forth regarding to whom should active the request – ultimately it landed on the student. So, we will not auto-assign “EW” grades, but we can reach out to those that receive a “F” or “NP” grade. They have one year to petition for an “EW”.
- Is there a way an email could be sent out that would give an “example” email to students about options? Yes.
- The hard part is that we don’t know if they applied for EW or not, and they are still on our roster. I saw a student who applied for EW but is still listed in the class.
 - Correct, A&R is receiving hundreds of emails a day. Admissions is backlogged on processing the “EW” grades and James Crandall wrote programming in which we can send him a list of students and the program will update the records.
 - On May 1st, 2020 a huge list of students will go out to be processed and will be caught up-to May 1st.
- Virtual Graduation – Tina Duenas
 - The Student Life team reached out to other campuses to see what others were doing and decided on a virtual graduation for the spring 2020 semester.
 - The virtual graduation is a ground breaking system; students will be even more involved with the graduation than prior ceremonies.
 - Graduation Process - Includes:
 - Jostens Boxes:
 - The option to send a letter to their students with a mortar board and tassel, which is all paid by Shasta College.
 - Jostens will send the box directly to the students.
 - We ordered additional diploma covers. We did not really know who would normally plan to attend the physical ceremony, so we ordered more to cover all students.
 - Student Competition:
 - Ask students to decorate their caps and send a picture to Student Life.
 - Winners will be awarded various Shasta College “swag”.

- Stage Clip (Example: <https://www.youtube.com/watch?v=AV60mdNy1p4>)
 - Introduction Video Message.
 - Joe Wyse
 - Cathy Anderson
 - Student Senate Representative
 - Title Slides
 - Slides with Graduate's name, degree/honor
 - Student can add personal photo and message
 - Can include audio of student name
 - Selfie video provided by the student:
 - Uploaded to StageClip
 - Snapchat VR Lens (with our branding)
 - Outro – Engagement message
 - Letter when to students with the following clip
- TagBoard:
 - Linking all of our SC social media accounts to the graduation webpage.
 - Real-time (w/ slight lag for the Student Life team to approve – ensure appropriateness) chat feature.
 - Mortarboard Competition
 - Submitting to Student Life for us to feature on SM
 - #SCTasselFlip2020
 - Allows graduates to record themselves moving their tassel from one side to the other.
 - #SCMyGradStory2020
 - Allows graduates to provide content/comments on May 15th, 2020 as they're watching the virtual commencement.
- Website: www.shastacollege.edu/2020Graduation
 - Virtual commencement can be viewed live:
 - Intro Slide/Pre-roll video
 - President Speech
 - Commencement Speaker
 - Graduate Slides
 - Split alphabetically
 - Congratulations slide
 - TagBoard social media board
 - Congratulatory videos from faculty/staff/departments
 - Honors students displayed
 - Electronic Version of the program
 - Guests can look-up the graduate pages

- Grad Gift Box:
 - After the ceremony the Student Life team will be boxing up 1,200 programs, pins and diploma holder to mail out to the graduates.
 - Students are invited to come to a future graduation if they want the physical experience.
 - Comments and Questions:
 - Do we know how many students have responded/planned to participate? We are not certain at this point – but StageClip does have data that they normally get a 90% return rate on videos and pictures. We are not sure if we will get the same response.
 - Student Senate elections went online and we had 1,000% more votes by going through Canvas. The virtual responses from students has been much better than traditional routes.
 - When are the faculty videos supposed to be turned in? Marketing is hoping to have them all received by May 8th in order to add closed captioning.
- REPORTS
 - Guided Pathways is planning a virtual flex day, TBD.
 - English classes are having a few challenges in moving everything online. The English department is considering small, social distancing classes, synchronous classes, etc. English is very much considering all the options.
- OTHER
 - Reports are coming out that faculty can still schedule labs but the 6-foot spacing rule will be in effect as well as a 30-minute lab cleaning between labs. We are in the process of rewriting the course offerings for fall to reflect these changes.
 - Melanee Grondahl has moved over the PEAT department and takes the area as voting member of the Student Success Committee.
 - The Committee discussed the move to online classes for the fall 2020 semester. The Committee believes that an earlier notice about moving to online is better than waiting too long, so that courses can be planned and expectations can be set. Melanee stated that she is adding modules to her STU classes and providing best tips for taking online classes.
 - Students are finding it hard to find a quiet time/location for them to study and finish work.
 - Equipment needs: If you have equipment or software that you are utilizing for personal use – is there a resource for faculty to gather computers? Tina stated that there are some laptops that were initially sent to faculty for their needs. Email eoc@shastacollege.edu with any needs.
- ADJOURNMENT – 4:53pm

Next meeting, 08/27/2020, Fall 2020 Semester

Minutes recorded by: James Konopitski, Administrative Secretary I, Enrollment Services.